

NEIL ABERCROMBIE
GOVERNOR



PATRICIA McMANAMAN
DIRECTOR

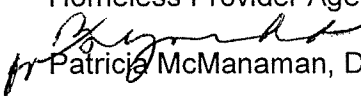
BARBARA A. YAMASHITA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P. O. Box 339
Honolulu, Hawaii 96809-0339

May 14, 2014

MEMORANDUM

TO: Homeless Provider Agencies

FROM:  Patricia McManaman, Director

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – HMS-224-14-07-HPO
HOUSING FIRST PROGRAM**

The Department is seeking proposals from qualified provider agencies to implement a Housing First program to stably house and provide intensive support services to chronically homeless individuals with the highest acuity (needs) on the island of Oahu.

This Request for Proposal (RFP) is valid for three (3) years, with annual contracts commencing on June 26, 2014 and expiring on June 25, 2015, with three annual options to renew, pending the availability of funds. Multiple contracts may be awarded under this request for proposal.

The Homeless Programs Office (HPO) will conduct an orientation on May 23, 2014 from 2:00 – 3:30 p.m. Hawaii Standard Time, at Haseko Center, 820 Mililani Street, 6th floor, Conference Room #2, Honolulu, Hawaii 96813. All prospective applicants are encouraged to attend the orientation. For more information, please call Ms. June Tong at (808) 586-7254; fax: (808) 586-5180 or e-mail: jtong@dhs.hawaii.gov. In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered or mailed (postmarked by the United States Postal Service) to the DHS/BESSD/HPO, Haseko Center, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813.
2. Proposals are due no later than 12:00 p.m., Friday, June 13, 2014.

Proposal and materials not requested by the Department or submitted after the deadline will not be accepted for consideration.

Attachments

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Homeless Programs Office

Request for Proposals
RFP# HMS-224-14-07-HPO
Housing First Program

May 15, 2014

May 15, 2014
REQUEST FOR PROPOSALS

HOUSING FIRST PROGRAM
RFP No. HMS-224-14-07-HPO

The State of Hawaii, Department of Human Services (DHS), Benefit, Employment & Support Services Division (BESSD) is seeking proposals from qualified provider agencies to implement a Housing First program (Housing First Program) to stably house and provide intensive support services to chronically homeless individuals with the highest acuity (needs) on the island of Oahu. The Department of Health recently received an award from the Substance Abuse and Mental Health Services Administration (SAMHSA) Cooperative Agreement to Benefit Homeless Individuals for States (CABHI-States, RFA No.: TI-13-004) to implement the Pathways Housing First program, which is an evidence based practice designed to end homelessness and to support recovery for individuals who are homeless and have severe psychiatric disabilities and/or co-occurring substance abuse disorders. The DOH program will be referenced as the "Hawaii Pathways Program" or HPP.

The DHS Housing First program is intended to operate in conjunction with HPP. The DOH and DHS contracted providers must work collaboratively to provide services and housing to a minimum of 20 clients enrolled in both programs, with the goal of executing the Pathways Housing First model with fidelity. Additionally, DHS' program is expected to serve as many as fifty-five (55) additional people who are chronically homeless and have high needs, but who do not meet the clinical eligibility standards established by the HPP. The target population to be served will also include those clients of the State's pilot housing first program (circa 2012-2013) who remain housed. In order to maintain continuity and stability for these clients, the selected provider shall work with the previous contractor to assume housing and service costs for those specific individuals.

This Request for Proposal (RFP) is valid for three (3) years with annual contracts commencing on June 26, 2014 and expiring on June 25, 2015, with three (3) annual options to renew, pending the availability of funds. Multiple contracts may be awarded under this request for proposal.

Proposals shall be mailed, postmarked by the United States Postal Service on or before June 13, 2014, and received not later than two (2) days from the submittal deadline. Hand delivered proposals shall be received not later than 12:00 p.m., Hawaii Standard Time (HST), on June 13, 2014, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and shall be rejected. There are no exceptions to this requirement.

BESSD Homeless Programs Office will conduct an orientation on May 23, 2014, from 2:00 – 3:30 p.m. HST, at 820 Mililani Street, 6th floor Conference Room #2, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on May 30, 2014. All written questions will receive a written response from the State on or about June 6, 2014.

Inquiries regarding this RFP should be directed to the RFP contact person, Ms. June Tong, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813, telephone: (808) 586-7254; fax: (808) 586-5180; e-mail: jtong@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: Original + 3 Copies

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NOT LATER THAN June 13, 2014, and received by the state purchasing agency no later than 2 days from the submittal deadline.

All Mail-ins

Department of Human Services
Benefit, Employment & Support Services Division
Homeless Programs Office
Haseko Center
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

June Y. Tong
Phone: (808) 586-7054
Fax: (808) 586-5180
Email: jtong@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **12:00 P.M., Hawaii Standard Time (HST) June 13, 2014**. Deliveries by private mail services such as FEDEX shall be considered as hand deliveries. Hand deliveries shall not be accepted if received after 12:00 p.m. on June 13, 2014.

Drop-off Sites

Department of Human Services
Benefit, Employment & Support Services Division
Homeless Programs Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Attn: June Y. Tong

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State agencies should list additional attachments here. If there are no additional attachments delete C.

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	May 15, 2014
Distribution of RFP	May 15, 2014
RFP orientation session	May 23, 2014
Closing date for submission of written questions for written responses	May 30, 2014
State purchasing agency's response to applicants' written questions	June 6, 2014
Discussions with applicant prior to proposal submittal deadline (optional)	May 15-June 13, 2014
Proposal submittal deadline	June 13, 2014
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	June 13-17, 2014
Provider selection	June 18, 2014
Notice of statement of findings and decision	June 18, 2014
Contract start date	June 26, 2014

II. Website References

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

For	Click
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
11 Campaign Spending Commission	http://hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of Chapter 103F, Hawaii Revised Statutes (HRS) and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five (5) Sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines applicable deliverables.

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

All Sections are attached and incorporated herein.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Homeless Programs Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Jtong@dhs.hawaii.gov

VI. Orientation

An Orientation for applicants in reference to the request for proposals will be held as follows:

Date: May 23, 2014
Time: 2:00 -3:30 p.m.
Location: 820 Mililani Street (Haseko Building), 6th floor Conference Room
#2, Honolulu, HI 96813

All applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the State purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral question should be submitted in writing following the close of the orientation, but not later than the submittal deadline for written questions as indicated in the paragraph VII. Submission of Questions

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: May 30, 2014 **Time:** 12:00 p.m. HST

State agency responses to applicant written questions will be provided by:

Date: June 6, 2014

VIII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal

requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

- B. Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Wages and Labor Law Compliance.** See also “F” below. If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with Section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Refer to Section 103-55, HRS, at the Hawaii State Legislature website. (See part II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** See also “F” below. All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The “Certificate of Vendor Compliance” issued online through HCE provides the registered provider’s current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section’s part II. Website Reference for HCE’s website address.
- G. Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of Section 11-205.5,

HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)

- H. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note: Price is not considered confidential and will not be withheld.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
1. Postmarked after the designated date; or
 2. Postmarked by the designated date but not received within 2 days from the submittal deadline; or
 3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

<i>Proposals shall be sent in hard copy form only.</i>
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IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with Section 3-143-403, Hawaii Administrative Rules (HAR).

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with Sections 3-142-202 and 3-142-203, HAR.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. Section 3-141-202, HAR.
- (3) Late proposals. Section 3-143-603, HAR.
- (4) Inadequate response to request for proposals. Section 3-143-609, HAR.
- (5) Proposal not responsive. Section 3-143-610(a)(1), HAR.
- (6) Applicant not responsible. Section 3-143-610(a)(2), HAR.

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F, HRS;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F, HRS; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement as indicated below within five (5) working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Patricia McManaman	Name: Susy Kawamoto
Title: Director	Title: Procurement Officer
Mailing Address: 1390 Miller Street Honolulu, Hawaii 96813	Mailing Address: 1390 Miller Street Honolulu, Hawaii 96813
Business Address: 1390 Miller Street Honolulu, Hawaii 96813	Business Address: 1390 Miller Street Honolulu, Hawaii 96813

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability and receipt of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The General Conditions that will be imposed contractually are on the SPO website. See paragraph II, Website Reference. Special Conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website. See paragraph II, Website Reference. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

Based on the 2013 Point in Time (PIT) Count, Hawaii's statewide total homeless population in January 2013 was approximately 6,335. More than 16% of the homeless counted in the PIT, or 1,031 individuals, were identified as "chronically homeless". The "chronically homeless", as defined under the McKinney-Vento Homeless Assistance Act, as amended by S896 of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 is an individual or family who 1) is homeless and lives or resides in a place not meant for human habitation, a safe haven, or in an emergency shelter, 2) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 1 (one) year or on at least 4 (four) separate occasions in the last 3 (three) years; and 3) has an adult head of household (or a minor head of household if no adult is present in the household) with a diagnosable substance abuse disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from a brain injury, or chronic physical illness or disability, including the co-occurrence of 2 (two) or more of those conditions. Additionally, a person who currently lives or resides in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, and has resided there for fewer than 90 days shall be considered chronically homeless if such person meets all of the requirements described above prior to entering that facility.

The chronically homeless population is a high priority sub-population of the total homeless, not only in Hawaii, but across the Nation. Federal agencies such as the Department of Housing and Urban Development (HUD), the Department of Veteran's Affairs, and the United States Interagency Council on Homelessness are committed to ending veteran and chronic homelessness by 2015. Housing First, which is both a program philosophy and an evidence-based housing and service intervention, is a primary tool to end homelessness that has been successful in communities across the Nation. It is intended to provide immediate access to permanent housing and support services based on client choice. Participants are not required to participate in psychiatric treatment or attain a period of sobriety in order to obtain housing.

Anecdotal evidence here in Hawaii suggests that those individuals who meet the criteria of chronically homeless are highly vulnerable due to disabling condition(s), chronicity (length of homelessness), and other factors such as age, chronic disease, or acute medical needs. The proposed DHS Housing First program is designed to end homelessness by providing housing and support services to the target population, assist clients in making application for mainstream benefit programs (Medicaid, Social Security Disability, food stamps, etc.), and to provide sustainable and stable housing for clients.

The State's pilot Housing First program was initiated in June 2012 and continued until June 2013. A total of 71 people were served by two grantee agencies in urban Honolulu. Over the course of the program, housing and an array of services were provided to the target population, with a focus on housing stability and sustainability. However, due to the nature of the one year pilot funding, both contracted agencies were required to work with clients and develop housing plans that looked beyond the life of the contract with HPO. This lack of on-going funding caused housing instability for many clients, and consequently the DHS has attempted to remedy this situation by including Housing First funds in the DHS budget request.

Significant programmatic changes in the DHS' Housing First program will be implemented when compared to the pilot year. Based largely on the DOH's Hawaii Pathways Project grant and its adherence to an evidence-based practice, Pathways Housing First, the DHS program is intended to operate with as much fidelity to the Pathways model as possible. The Hawaii Pathways Project (HPP) will provide treatment services through an Assertive Community Treatment (ACT) team and housing support to eligible clients served by the DHS program. The DHS contractor will provide the housing placement in partnership with HPP, housing subsidy assistance and related services as agreed upon with the HPP for dually- served clients. The DHS contractor should fully understand and implement its operations in alignment with the HPP model, which is based on the belief that housing is a basic right and on a theoretical foundation that emphasizes consumer choice, psychiatric rehabilitation, and harm reduction. The program addresses homeless individuals' needs from a consumer perspective, encouraging them to define their own needs and goals, and provides immediate housing (in the form of apartments located in scattered sites) without any prerequisites for psychiatric treatment or sobriety.

In addition, the DHS program should include robust outreach and social services to clients who are chronically homeless with high needs, but who do not meet the HPP clinical eligibility requirements. The DHS program is intended to operate within the newly developed coordinated intake/assessment process developed by Hale O Malama (HOM).

B. Planning activities conducted in preparation for this RFP

Planning activities conducted include a Request for Information (RFI-HMS-224-14-03 HPO), evaluation of the initial Housing First pilot project and current services, and consultation with the Department of Health (DOH) personnel responsible for implementing the DOH's Cooperative Agreement to Benefit Homeless Individuals (CABHI) for States grant herein referred to as the "Hawaii Pathways Project" (HPP). The DHS Housing First program is intended to be highly collaborative with the HPP in achieving the goals set forth by the Substance Abuse and Mental Health Services Administration (SAMHSA). Additional planning activities included work with the Governor's Coordinator on Homelessness, the Hawaii Interagency Council on

Homelessness (HICH), and with a variety of national technical assistance providers. In particular, DHS's planning work for this Housing First program has also included Hale O Malama, the effort to create a coordinated intake, assessment, and entry system, as well as the Rapid Results Boot Camp and 25 Cities Initiative which are being supported by HUD and the Department of Veterans Affairs.

The RFI was posted on January 10, 2014 on the SPO web site and forwarded via email and facsimile to current provider agencies and to the State's two Continua of Care (CoC), Partners in Care and Bridging the Gap, requesting written ideas and suggestions for this Housing First program.

A meeting was held on January 15, 2014 at the Haseko Building on Oahu, where 14 interested parties attended along with three staff members from DHS, and one staff from DOH. Video conferencing links allowed three individuals from Maui, two from Kauai, and two from the Big Island to also participate in the meeting. Attendees offered suggestions about the possible use of DHS funds for the maximum flexibility in leasing housing units for clients as well as for a damage fund to make landlords whole in the event of damage by the tenant. Also discussed was the collaboration required of the DHS contractor with the DOH contractor (Helping Hands Hawaii) in providing services through the CABHI grant aka Hawaii Pathways Project. It was also noted in the RFI meeting that the selected contractor(s) for this procurement must work with the two previous contractors (U.S. Veterans Initiative and the Institute for Human Services) to identify clients from the pilot year who remain housed, and to take over services to those clients. The provision of service to pilot year clients who remain housed shall be a condition of the current award.

C. Description of the goals of the service

The Housing First Program for the chronically homeless will support individuals' stability and recovery, and be consistent with the principles of consumer choice. The Housing First program will be accomplished through contracts with qualified private provider agencies. DHS expects that in order for the Housing First program to be most effective, collaborations between various providers will need to be developed and executed. Applicants are strongly encouraged to collaborate with other providers to implement the Housing First services offered in this procurement. The goal of the program is to provide services that will enable chronically homeless individuals currently living in unsheltered situations to move into sustainable, permanent housing with necessary support services to maintain housing and prevent recidivism back to homelessness. The immediate focus will be on helping the chronically homeless achieve housing stability. Clients served through the Housing First program must also be assisted with application for mainstream benefits such as Medicaid, food stamps, and Social Security Benefits as deemed eligible.

Another goal of the Housing First program is to fully integrate into Hale O Malama, coordinated intake/entry system of the Continuum of Care. To that end, the DHS contractor will administer the Continuum of Care's designated screening tool, the Vulnerability Index-Service Prioritization Decision Assistance Tool (or VI-SPDAT), on

each homeless individual encountered. Pursuant to the Hale O Malama process, the VI-SPDAT will be submitted to PHOCUSED (see Definitions, paragraph G) for scoring. If the individual is found to have a high acuity score on the VI-SPDAT, he or she will be recommended for Housing First level of care. The DHS contractor will actively participate in HOM case conferencing and engage eligible individuals and families in services. The DHS contractor is also expected to receive referrals from a multitude of other sources including but not limited to the Department of Health, Hawaii Pathways Project staff, and other members of the Continuum of Care. All potential clients must be screened and housed via the Hale O Malama process.

Further goals of the Housing First program are to collaborate specifically with the DOH-CABHI Hawaii Pathways Project contractor (Helping Hands Hawaii), to coordinate the identification of eligible homeless individuals or families, and to provide housing for a minimum of 20 clients that meet eligibility criteria for both the HF and HPP. Services to the above population must be coordinated to ensure fidelity with the CABHI program requirements and program model, leverage resources to optimize services, and to avoid duplication. The DHS contractor must enter into written agreements with the Department of Health's contractor about the specific and respective roles and responsibilities assigned to each program for clients served by both programs, and must engage in collaborative service planning around individuals served jointly as requested by the HPP service team.

D. Description of the target population to be served

The target population to be served by this proposed program is the documented unsheltered, most vulnerable, chronically homeless living on Oahu. The documentation of chronicity will be done to the extent possible via the Homeless Management Information System (HMIS), while the "level of care" determination will be done using the VI-SPDAT tool as detailed above.

E. Geographic coverage of service

The services must be provided on the Island of Oahu. Housing placement may be achieved in any geographic location on Oahu, depending upon individual circumstances and client choice.

F. Probable funding amounts, source, and period of availability

State general funds in the amount of \$1,250,000 originating in State fiscal year 2014 have been appropriated for services on the Island of Oahu from June 27, 2014 – June 26, 2015.

G. Definitions

"Administrative Costs" means costs for general management, oversight, coordination, evaluation and reporting on contracted services. Such costs do not include costs directly related to carrying out contracted services, since those costs are eligible as Operating Costs (see below).

“Applicant” means an eligible profit or non-profit organization submitting proposal application(s) to receive funds from any of the State Homeless Programs.

“Client costs” means costs directly benefiting a participant, through a subsidy or purchase of supplies which the participant receives directly.

“Contractor” means a profit or non-profit organization that is selected to participate in and receive funds under any of the State Homeless programs.

“Chronically homeless” means an individual or family: 1) is homeless and lives or resides in a place not meant for human habitation, a safe haven, or in an emergency shelter; 2) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and, 3) has an adult head of household (or a minor head of household if no adult is present in the household) with a diagnosable substance abuse disorder, serious mental illness, developmental disability (as defined by HUD regulations), post-traumatic stress disorder, cognitive impairments resulting from a brain injury, or chronic physical illness or disability, including the co-occurrence of two or more of those conditions.

“Housing First” means an evidence-based model as recognized by the Substance Abuse and Mental Health Services Administration’s (SAMHSA) National Registry of Evidence-Based Programs and Practices (NREPP) that is designed to end homelessness and support recovery for individuals who are homeless and have severe psychiatric disabilities and co-occurring substance use disorders. It is based on the belief that housing is a basic right and on a theoretical foundation that emphasizes client choice, psychiatric rehabilitation, and harm reduction. The program addresses homeless individuals' needs from a client perspective, encouraging them to define their own needs and goals, and provides immediate housing in the form of apartments located in scattered sites without any prerequisites for psychiatric treatment or sobriety. The DHS Housing First program will provide housing supports for the clients served by the DOH’s HPP, and the full scope of services for clients who are not served by the HPP.

“Interim Housing” refers to a short-term housing arrangement offered to a client that is waiting to move into a scattered-site housing unit of their choice. The client may have obtained all of the documents necessary to enter into a rental lease, but a permanent unit may not be readily accessible. Interim housing achieves the goal of immediately exiting an individual from homelessness, providing safe temporary housing, during which time the HPP and HF will work to determine the client’s housing preferences that will guide the search for safe and affordable housing units including meeting landlords, signing leases, and setting up households. It is anticipated this process will take approximately two weeks.

“Operating costs” means non-personnel costs directly related to the operation and to the provision of contracted services.

“Personnel costs” means costs incurred for operations and social services personnel in the provision of contracted services and include salaries and wages, payroll taxes and fringe benefits.

“PHOCUSED” refers to the nonprofit agency Protecting Hawaii’s Ohana, Children, Underserved, Elderly and Disabled. PHOCUSED is gathering housing placement information and VI-SPDAT forms on behalf of Partners in Care’s Coordinated Intake/Assessment and Entry (Hale O Malama) effort.

“Project” refers to the project being proposed by the applicant under any of the State Homeless Programs.

“Proposal Application Form” means the format and instructions given as Section 3 of this RFP. Proposals submitted must follow this format and instructions.

“Social services” include but are not limited to case management, job training, housing search assistance, housing placement, assistance in obtaining mainstream entitlement benefits, counseling and referrals, education, life skills training, child care, transportation or substance abuse counseling which may be provided directly by the applicant or by arrangement with other public or private service providers. Social services shall be offered in the context of a harm reduction model of intervention.

“VI-SPDAT” refers to the Vulnerability Index- Service Prioritization and Decision Assistance Tool which has been adopted as a common assessment tool by the Oahu Continuum of Care called Partners in Care.

“Vulnerability” means that the person may be at higher risk due to age (60 or above), a chronic medical condition (such as hepatitis, HIV/AIDS, diabetes), have serious mental illness, developmental disability, substance abuse, or be a frequent consumer of emergency/hospital services. Vulnerability can, but does not necessarily include all of the factors listed.

II. General Requirements

A. Specific qualifications or requirements, including without limitation to licensure or accreditation

To be determined eligible by the State, pursuant to Act 89, Session Laws of Hawaii (SLH) 2010, provider agencies must:

1. Be a profit organization incorporated under the laws of the State **or** nonprofit organization determined by the Internal Revenue Service to be exempt from federal income tax and with a governing board whose members have no material conflict of interest and serve without compensation and with bylaws or policies that describe the manner in which business is conducted and policies that relate to nepotism and management of potential conflict of interest situations;

2. Have at least one (1) year's experience with the project or in the program area for which the proposal is being made. Exceptions may be granted by the Director of DHS where an agency has otherwise demonstrated the necessary experience or expertise in the program area;
3. Have addressed any instances of non-compliance found in past audit and monitoring reports conducted for the State Homeless Programs to the satisfaction of DHS;
4. Have no outstanding balances owing to DHS. Exceptions may be granted by the Director of DHS for debts recently acquired and for debts which have a repayment plan approved by the Director of DHS;
5. Be in good standing with the Department of Commerce and Consumer Affairs, the State Department of Taxation, and Internal Revenue Service; and
6. Have a functioning accounting system that is operated in accordance with generally accepted accounting principles, or have a designated entity that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles.

The applicant shall comply with the Chapter 103F, HRS, Cost principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website: <http://Hawaii.gov/spo/>

The provider agency shall refund to the State any funds unexpended or expended inappropriately.

B. Secondary purchaser participation

(Refer to Section 3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases – None.

C. Multiple or alternate proposals

(Refer to Section 3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to Section 3-143-206, HAR)

☐ Single ☒ Multiple ☐ Single & Multiple

Criteria for multiple awards:

Multiple awards may be made during the term of the RFP. The criteria may include, but is not limited to geographic coverage, target population, services, and economic hardship.

E. Single or multi-term contracts to be awarded

(Refer to Section 3-149-302, HAR)

☒ Single term (2 years or less)

☐ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: 12 months

Length of each extension: 12 months

Number of possible extensions: Three (3)

Maximum length of contract: 48 months

The initial period of each contract term shall commence on the contract start date or Notice to Proceed, whichever is later.

Conditions for Extension(s): Must be in writing and must be executed prior to expiration of the current contract. Criteria may include, but not limited to an increase or decrease in the contract award, a change in provider's facilities description, a provider's name change, and/or to extend the time of performance for a specific reason.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Contact person:

June Tong

Program Specialist

Homeless Programs Office (HPO)

Phone: (808) 586-7254 Fax: (808) 586-5180

Email: JTong@dhs.hawaii.gov

III. Scope of Work

The Scope of Work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Required Scope of Services for clients enrolled in both Housing First and Hawaii Pathways Project:

At a minimum, the selected agency must provide the following services with no pre-condition of treatment prior to placement in housing:

- a. Intensive outreach to target population.
- b. Assessment of vulnerability and eligibility for this program by administering the VI-SPDAT and receiving acuity score from PHOCUSED. If deemed the most in need, client will be referred by Hale O Malama process to DHS provider for Housing First.
- c. Actively participate in the Hale O Malama process, including case conferencing and coordination of outreach services to the chronically homeless.
- d. In coordination with HPP, assist clients in locating and occupying suitable rental housing units.
- e. In coordination with HPP, provide interim housing as deemed necessary based on an assessment of client needs.
- f. In coordination with HPP, schedule housing interviews for clients.
- g. In coordination with HPP, conduct face-to-face housing presentations.
- h. Assist clients in obtaining security deposit and/or first months rent, if necessary.
- i. In coordination with HPP, conduct unit inspections and detailed unit inventories prior to client move-in, in compliance with Housing and Urban Development unit inspection criteria.
- j. In coordination with HPP, assist clients in completing all necessary paperwork, including rental leases.
- k. Mediate landlord/tenant issues, and be on call “24/7” to address landlord concerns.
- l. Provide counseling, guidance, and referral to appropriate services as needed and agreed to by client, including mental health treatment, health services, housing support services, basic life skills training, employment support services, transportation services.
- m. In coordination with HPP, assist consumers in meeting tenancy requirements, such as making rent payments and other lease requirements. Secure “representative payee” services, if necessary.
- n. In coordination with HPP, assist consumers with housing related issues, including without limitation, household set-up, and complying with house rules and safety issues.
- o. Cultivate new landlords to participate in the program.
- p. Maintain a database of affordable rental units in areas that are available to clients.
- q. Conduct a minimum bi-monthly review of client progress to ensure compliance with housing requirements.
- r. In coordination with HPP, create and maintain individualized Residential Plans for each eligible family/individual, which sets forth the goals, interventions, and performance measures.
- s. Maintain the safety, security, and confidentiality of the families/individuals served.

- t. Implement a plan to address damage to units, in the event that a client is found responsible for the damages, including without limitation, contingency fund and rental insurance.
- u. Appropriately participate in the Homeless Management Information System (HMIS) for data collection.

2. Required Scope of Services for clients served only by the DHS Housing First Program:

At a minimum, the selected agency must provide the following services with no pre-condition of treatment prior to placement in housing:

- a. Intensive outreach to target population.
- b. Assessment of vulnerability and eligibility for this program by administering the VI-SPDAT and receiving acuity score from PHOCUSED. If deemed the most in need, client will be referred by Hale O Malama process to DHS provider for Housing First.
- c. Actively participate in the Hale O Malama process including case conferencing and coordination of outreach services to the chronically homeless.
- d. Assist clients in applying for all mainstream entitlement benefits including but not limited to: general assistance (welfare), SNAP (foodstamps), Social Security, Medical insurance, and veteran's benefits.
- e. Assess clients' needs in multiple domains including medical, mental health, substance abuse, psychiatric, and, based on principles of client choice, engage with the client to meet his/her needs. Assist clients in locating and occupying suitable rental housing units.
- f. Provide interim housing as deemed necessary based on an assessment of client needs.
- g. Schedule housing interviews for clients.
- h. Conduct face-to-face housing presentations.
- i. Assist clients in obtaining security deposit and/or first months rent, if necessary.
- j. Conduct unit inspections and detailed unit inventories prior to client move-in, in compliance with Housing and Urban Development unit inspection criteria.
- k. Assist clients in completing all necessary paperwork, including leases.
- l. Mediate landlord/tenant issues, and be on call "24/7" to address landlord concerns.
- m. Provide intensive, ongoing case management, as needed, to ensure that clients can retain their housing.
- n. Provide counseling, guidance, and referral to appropriate services as needed and agreed to by client, including mental health treatment, health services, housing support services, basic life skills training, employment support services, transportation services.
- o. Assist consumers in meeting tenancy requirements, such as making rent payments and other lease requirements. Secure "representative payee" services, if necessary.
- p. Assist consumers with housing related issues, including without limitation, household set-up, and complying with house rules and safety issues.
- q. Cultivate new landlords to participate in the program.
- r. Maintain a database of affordable rental units in areas that are available to clients.

- s. Conduct a minimum bi-monthly review of client progress to ensure compliance with housing requirements.
- t. Create and maintain individualized Residential Plans for each eligible family/individual, which sets forth the goals, interventions, and performance measures.
- u. Maintain the safety, security, and confidentiality of the families/individuals served.
- v. Implement a plan to address damage to units, in the event that a client is found responsible for the damages, including without limitation, contingency fund and rental insurance.
- w. Appropriately participate in the Homeless Management Information System (HMIS) for data collection.

3. Qualified Staffing Requirements

Case managers must have some experience in client assessment, demonstrate motivational interviewing skills and the ability to garner appropriate resources in conjunction with client's needs and preferences. The case manager must also be able to keep accurate case notes documenting client encounters and results of client contact meetings.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The contracted agency shall provide adequate staffing on a day-to-day basis, and case management to meet the requirements of the program.

2. Administrative

a. Independent Contractor

The contracted agency shall be an independent contractor with DHS and be responsible to control and direct the performance and details of the work and services required. The Provider shall be responsible for securing all employee-related insurance coverage and paying all applicable taxes and fees.

b. Insurance and Indemnity Requirements

The contracted agency shall indemnify the State of Hawaii and the DHS and shall obtain the following insurance:

Comprehensive Liability	\$2,000,000.00
Automobile Liability	
- Bodily Injury	\$1,000,000.00
- Property Damage	\$1,000,000.00

The contracted agency shall name the State of Hawaii and DHS as additional insured parties and provide 30 days notice of cancellations.

c. Federal and State Tax Clearance

The contracted agency shall provide a tax clearance certificate issued within the past six (6) months from the federal and state tax offices, prior to entering into a contract with DHS. Additional tax clearance certificates are required to amend and/or close a contract.

Substitution allowed: Certificate of Vendor Compliance issued by Hawaii Compliance Express.

d. Subcontracting

The contracted agency shall not assign or subcontract any of the agency's duties, obligations, or interests without the prior written consent of DHS. If approved, the contracted agency shall be responsible for monitoring the performance of any subcontractor and ensuring that all contract terms and conditions are satisfactorily fulfilled.

e. Grievance Procedures

The contracted agency shall establish a formal and documented process that provides to the individuals served or seeking services due process of law, including:

- i) Written notification to the applicant or participant containing a clear statement of the reasons for termination or denial of assistance, the specific date for which assistance will cease, the right of the applicant or participant to have a review of the decision, instructions on how the applicant or participant is to evoke this review, the right of the applicant or participant to review the records and the right to counsel at this review;
- ii) Upon request by the applicant or participant, evoke a review of the decision in which the applicant or participant is given the opportunity to present written or oral objections, be represented by counsel if the applicant or participant so desires, before a person other than the person (or a subordinate of that person) who made or approved the termination or denial decision and question witnesses and present evidence; and
- iii) Prompt service of the final decision in writing to the applicant or participant.
- iv) Attach as Exhibit III: The contracted agency shall attach to the proposal, the agency's grievance/termination procedures that are provided to participants who have services denied or terminated and procedures that are used by staff when handling grievances. Note: DHS may require changes to provide such procedures that afford these persons due process.

f. Compliance with Laws and DHS Rules

The contracted agency shall comply with all laws, ordinances, codes, rules and regulations of the federal, State and local governments which in any way affect its operations and to adhere to instructions prescribed by DHS for the effective administration of a program.

g. Confidentiality

Attach as Exhibit IV: The contracted agency shall attach to the proposal, the agency's policies and procedures that are used by agency staff regarding the handling of participant files and other confidential information.

h. Americans with Disabilities Act

The contracted agency shall describe the agency's efforts to ensure that homeless persons with disabilities are provided with reasonable access to services.

3. Quality assurance and evaluation specifications

Performance of all contracted agencies will be monitored on an ongoing basis by DHS through file reviews, site inspections and other methods including review of data in the Homeless Management Information System (HMIS).

Failure to comply with reporting requirements or to adequately address monitoring findings may result in the suspension or cancellation of payments or the contract. The contracted agency shall agree to make their participant files available to DHS for the purposes of monitoring.

The State, DHS, the Comptroller of the State of Hawaii, and any of their authorized representatives, the committees and their staffs of the Legislature of the State of Hawaii, and the Legislative Auditor shall have the right of access to any book, document, paper, file, or other record of the contractor (and any of its subcontractors) that is related to the performance of services in order to conduct an audit or other examination or to make excerpts and transcripts for the purposes of monitoring and evaluating the contracted agency's performance of services and the agency's program, management and fiscal practices. The right of access shall not be limited to the required retention period, but shall last as long as the records are retained. The contracted agency shall be required to retain all records for at least three (3) years, except if any litigation, investigation, audit or other action is underway.

4. Output and performance/outcome measurements

The contracted agency shall demonstrate the ability to provide outcomes objectives, including without limitation, having participants complete a social services plan; enrolling participants in training or education programs, substance abuse treatment programs, and/or community activities; tracking service match through mainstream services/resources to promote sustainability; demonstrating how the participant will retain permanent housing for at least six (6) months after exiting your program.

5. Experience

The contracted agency must have at least one (1) year's experience with the project or in the program area for which the proposal is being made. Exceptions may be granted by the

Director of DHS where an agency has otherwise demonstrated the necessary experience or expertise in the program area.

6. Coordination of services

The contracted agency shall demonstrate the capability to coordinate services and resources with other agencies in the community. Applicants are strongly encouraged to develop partnerships and collaboration to fully address the service requirements of this program. A strong collaborative working relationship with the Hawaii Pathways Program is required in order to best serve clients of that program.

7. Reporting requirements for program and fiscal data

Program reports shall be filed quarterly, and include the following:

- a. Monthly eligibility report for new and on-going clients served. Information to be reported includes the name of the client served, client's household size (client and minor/adult children residing with client) and total dollar value of the countable resources and income used to determine eligibility.
- b. Monthly progress report for each family/individual served, which includes demographic information (including whether a family is in receipt of mainstream financial services), what services have been provided, appointments with landlord, etc.
- c. Monthly aggregate statistics to indicate the numbers served and the services provided to clients. The report should indicate how many clients have been assisted in locating housing, how many remain in housing, and how many have exited from housing.
- d. Provide the HPO of BESSD with all required monthly financial reports. The monthly financial report shall include the following:
Line item expenditures detailing expenses in Personnel Costs, Operating Costs, Client Costs, and Administrative Costs, as defined in this RFP.
- e. A final financial report that reflects the aggregate total of expenditures.

Contracted agencies shall submit all required reports in a timely manner and in the appropriate forms as prescribed by DHS.

Contracted agencies shall submit other information or records as may be requested from time to time by DHS in the form required by DHS, including without limitation, demographic and program activity information for use in a centralized database and/or any community-based planning efforts.

IV. COMPENSATION AND METHOD OF PAYMENT

The contracted agency will submit requests for payment on a reimbursement basis. Not more than 15% of the contract total may be used for administrative expenses. Payments may be requested on a quarterly basis. An amount equal to 5% of the contract total shall be withheld from the 4th quarter payment as the final payment, subject to timely submittal of the agency's final activity and financial reports.

Requests for payment must include:

- A. Letter on agency letterhead requesting reimbursement and certifying that the services rendered are in compliance with the terms of the contract.
- B. Copies of receipts and invoices to support the expenses claimed.
- C. An expense summary, indicating the appropriate line item expenses to be charged. Expenses must be in line with the agency's approved budget.

If a reported expenditure is determined by DHS to be inappropriate, unallowable, or not made in accordance with the approved budget, DHS may require that an equivalent amount of monies be refunded by the Provider to DHS. An amount equal to five percent (5%) of the total contract amount shall be withheld as final payment subject to satisfactory submittal of all reports and a valid tax clearance.

Upon the termination date of the contracted agency's agreement for whatever reason, any and all unexpended funds advanced by DHS shall be remitted to DHS within 45 days. Funds shall be considered expended if the contractor has written verification that an expense was accrued during the time of performance, not to exceed the termination date of the agreement, and if made in accordance with the approved budget.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

<i>Please limit discussion to no more than two (2) pages.</i>

This section shall clearly and concisely summarize and highlight the contents of the proposal in such a way as to provide the State with a broad understanding of the entire proposal. Include a brief description of the applicants' organization, the goals and objectives related to the service activity, and how the proposed service is designed to meet the problem/need identified in the service specifications.

The following narratives should also be included under Section I, Background and Summary:

- A. Target Population. Section 2, Service Specifications, pg 2-4 and pg. 1 of the program Specific Requirements of Clarification to RFP.
- B. Geographic coverage of service. Section 2, Service Specifications, pg. 2-4 and pg. 1 of the program Specific Requirements of Clarification to RFP.;
- C. Other Eligibility Requirements. See pg. 1 of the Program Specific Requirements of Clarification to RFP.

II. Experience and Capability

Please limit discussion to no more than two (2) pages.

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

III. Project Organization and Staffing

Please limit discussion to no more than two (2) pages.

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. Refer to the applicable personnel requirements in the Service Specifications.

2. Staff Qualifications

The applicant shall provide the minimum qualifications, including experience, for staff assigned to the program. Refer to the applicable qualifications in the Service Specifications.

For each program site:

Include resumes and job descriptions of existing staff for all positions that have direct involvement in providing homeless services at the homeless shelter. Include what position they are currently occupying, and include resumes of key supervisory staff in the operation of the project (e.g. Executive Director, Social Services Supervisor). Resumes are required to be submitted with the proposal, if the position has direct correlation. Although the position may not be a State funded position, the resumes will be required. DHS is paying for the service as a whole; the position relates to the service to the participants.

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. Include position title, name and full time equivalency. Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Please limit discussion to no more than two (2) pages.

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. See attached work plan forms.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website. See Section 1, paragraph II Websites referred to in this RFP. The following budget form(s) shall be submitted with the Proposal Application:

1. Form SPO-H-205, Budget;
2. Form SPO-H-205A, Special Instructions;
3. Form SPO-H-205B, Organization-Wide Budget by Programs;
4. Form SPO-H-206A, Budget Justification – Personnel Salaries and Wages;
5. Form SPO-H-206B, Budget Justification – Personnel Payroll Taxes, Assessments, and Fringe Benefits;
6. Form SPO-H-206C, Budget Justification – Travel Inter-Island;
7. Form SPO-H-206D, Budget Justification – Travel Out of State;
8. Form SPO-H-206E, Budget Justification – Contractual Services - Administrative;
9. Form SPO-H-206F, Budget Justification – Contractual Services Subcontracts;
10. Form SPO-H-206G, Budget Justification – Depreciation;
11. Form SPO-H-206H, Budget Justification – Program Activities;
12. Form SPO-H-206I, Budget Justification – Equipment Purchases;
13. Form SPO-H-206J, Budget Justification – Motor Vehicle.

B. Other Financial Related Materials

Include Independent Audit Report for year ending June 30, 2013.

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application.

2. In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the applicant's most recent independent audit report is requested as part of the Proposal Application.
3. Certificate of Vendor Compliance issued by Hawaii Compliance Express.

Substitution allowed: An original or certified copy of a current (within three (3) months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

VI. Other

Please limit discussion to no more than half a page.

Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgments. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

Program Overview	5 points
Experience and Capability	20 points
Project Organization and Staffing	20 points
Service Delivery	40 points
Financial	15 Points

100 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- A Certificate of Good Standing
- Certificate of Vendor Compliance
- Valid Certificate of Liability Insurance
- Valid Certificate of Automobile Insurance (if applicable)
- CPR Certifications

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: (5 Points) The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered.

- The applicant has demonstrated a thorough understanding of the purpose and scope of the service activity.
- The goals and objectives are in alignment with the proposed service activity.
- The applicant has described how the proposed service is designed to meet the pertinent issues and problems related to the service activity.

1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills	_____
<ul style="list-style-type: none"> • Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. 	_____
<ul style="list-style-type: none"> • Responsiveness to past agency audits and corrective action requests. 	_____
B. Experience	_____
<ul style="list-style-type: none"> • One (1) year or more experience with the project. 	_____
C. Quality Assurance and Evaluation	_____
<ul style="list-style-type: none"> • Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. 	_____
<ul style="list-style-type: none"> • Adequacy of facilities relative to the proposed services. 	_____
D. Coordination of Services	_____
<ul style="list-style-type: none"> • Demonstrated capability to coordinate services with other agencies and resources in the community and 	_____
<ul style="list-style-type: none"> • Absolute minimum – must be an active member of the County Continuum of Care. 	_____
Total – Experience and Capability	_____

2. Project Organization and Staffing (20 Points)

The State will evaluate the applicant’s overall staffing approach to the service that shall include:

A. Staffing	_____
<ul style="list-style-type: none"> • <u>Proposed Staffing:</u> That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to ensure viability of the services. 	_____
<ul style="list-style-type: none"> • <u>Staff Qualifications:</u> Minimum qualifications (including experience) for staff assigned to the program. 	_____

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

Total – Project Organization and Staffing

3. Service Delivery (40 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the POS Proposal Application.

The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assessments and outcome objectives, and the realism of applicable timelines and schedules.

Evaluation criteria will also include an assessment of applicant's collaboration with other service providers to meet the requirements of this program.

4. Financial (15 Points)

Pricing structure based on fixed rate:

- Applicant's proposal budget is reasonable, given program resources and operational capacity.
- Adequacy of accounting system.

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Work Plan Form

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview	1
II.	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience	4
	C. Quality Assurance and Evaluation	5
	D. Coordination of Services	6
	E. Facilities.....	6
III.	Project Organization and Staffing	7
	A. Staffing	7
	1. Proposed Staffing	7
	2. Staff Qualifications	9
	B. Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery	12
V.	Financial	20
	See Attachments for Cost Proposal	
VI.	Litigation	20
VII.	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	
	F. Work Plan Forms	
	G. Certifications	

PROJECT PLAN

This section describes the applicant's proposed project plan, including goals, objectives, services, staffing, resources and evaluation methods.

A. **Goals.** State the major goal(s) of the project.

B. **Objectives**

1. Input Objectives: Number of Participants to be Served
Complete the following according to the key below.

Table 3.B.1

HOUSING FIRST PARTICIPANT:	FY 2014 Projected	FY 2015 Projected	FY 2016 Projected
a. Total Number Unduplicated Homeless Persons			
b. Number Unduplicated Single Persons			
c. Number Unduplicated Families with Children			
d. Number Unduplicated Individuals in Families			

Key:

- a. "Total Number Unduplicated Homeless Persons" means all unduplicated persons served or to be served by the proposed project. This number should equal the number of single persons plus the number of individuals in families, i.e.:
- b. Number Unduplicated Single Persons
d. Number Unduplicated Individuals in Families
= a. **Total Number Unduplicated Homeless Persons**
- b. "Number Unduplicated Single Persons" means the number of unduplicated persons whose household make-up does not consist of children. Couples would be included here as two (2) single persons.
- c. "Number Unduplicated Families with Children" means the number of households consisting of at least one (1) dependent child under the age of 19.
- d. "Number Unduplicated Individuals in Families" means the number of unduplicated persons (adult or minor child) who belong to a family (a unit with at least one (1) dependent child under the age of 19). A family with a mother, father and four (4) children would be counted as six (6) persons.

2. Input Objectives: Levels of Services Provided
Complete the following chart by defining the services to be performed and the level of such services that have been and will be provided. At a minimum, intake, assessment, counseling and referral, and follow-up services should be included.

Table 3.B.2

HOUSING FIRST SERVICE:	FY 2014 Projected	FY 2015 Projected	FY 2016 Projected
a. Number of participant intake/assessments			
b. Number of participants provided case management (unduplicated)			
c. Number of participants provided counseling, guidance, and referrals			
d. Other			

Key:

- a. Number of initial intakes provided.
- b. Number of unduplicated participants receiving case management.
- c. Number of participants receiving counseling, guidance, and referrals (duplicated).
- d. Number of other services (please state).

3. Outcome Objectives
Complete the following chart by specifying the levels of outcome objectives that were and will be achieved.

Table 3.B.3

OUTCOME OBJECTIVE:	FY 2014 Projected	FY 2015 Projected	FY 2016 Projected
a. Total number of VI-SPDATS administered by outreach team (unduplicated) (1) Number of families (2) Number of singles (3) Number of individuals in families			
b. Total number of persons placed in interim housing (1) Number of families (2) Number of singles (3) Number of individuals in families			
c. Total number of persons assisted with application for mainstream entitlement benefits, e.g., Medicaid, SNAP, General Assistance, and Social Security. (1) Number of families (2) Number of singles (3) Number of individuals in families			
d. Total number of persons who were granted entitlement benefits as a result of Housing First intervention. (1) Number of families (2) Number of singles (3) Number of individuals in families			

<p>e. Total number of persons placed in permanent housing</p> <p>(1) Number of families (2) Number of singles (3) Number of individuals in families</p>			
<p>f. Total number of persons placed in permanent housing in coordination with Hawaii Pathways Project</p> <p>(1) Number of families (2) Number of singles (3) Number of individuals in families</p>			
<p>g. Total number of persons who received assistance and retained permanent housing for at least six (6) months without additional assistance.</p> <p>(1) Number of families (2) Number of singles (3) Number of individuals in families</p>			
<p>h. Total number of persons who received assistance and obtained permanent housing and retained for a minimum of six (6) months.</p> <p>(1) Number of families (2) Number of singles (3) Number of individuals in families</p>			
<p>i. Total number of persons who received case management assistance or referrals</p> <p>(1) Number of families (2) Number of singles (3) Number of individuals in families</p>			
<p>j. Total number of Housing First clients who enter treatment (e.g. substance abuse, mental health)</p> <p>(1) Number of families (2) Number of singles (3) Number of individuals in families</p>			
<p>k. Total number of Housing First clients who participate in employment training or educational endeavor.</p> <p>(1) Number of families (2) Number of singles (3) Number of individuals in families</p>			

l. Total number of Housing First clients who participate in employment training or educational endeavor. (4) Number of families (5) Number of singles (6) Number of individuals in families			
m. Total number of Housing First clients who obtain employment.			
n. Total number of persons who assign representative payee status to the contractor			
o. Number of landlords/property managers recruited to participate in Housing First who provide rental units for Housing First clients.			

Key:

- (1) "Number of families" means all unduplicated families that met or are projected to meet the outcome objective specified in the defined time period (fiscal year).
- (2) "Number of singles" means the number of unduplicated persons whose household make-up does not consist of children and who met or are projected to meet the outcome objective for the defined time period (fiscal year). Couples would be included and counted as two (2) single persons.
- (3) "Number of individuals" means the number of people, regardless of family composition, that met or are projected to meet the outcome objective specified in the defined time period (fiscal year).